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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/652,540	08/31/2000	Carol Gruchala	8285/389	4775

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EXAMINER

NGUYEN, QUYNH H

ART UNIT                      PAPER NUMBER

2614

DATE MAILED: 11/14/2006

Please find below and/or attached an Office communication concerning this application or proceeding.



### DETAILED ACTION

1. The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action.

#### ***Claim Rejections - 35 USC § 103***

2. Claims 1-17 are rejected under 35 U.S.C. 103(a) as being unpatentable over Contractor (U.S. Patent 6,879,676) in view of Caveney (U.S. Patent 5,953,401).

Regarding claims 1 and 5, Contractor teaches a method of providing a telecommunication service, the method comprising: providing a menu to a caller in a telephone call (col. 5, lines 54-55; col. 6, lines 45-46; col. 7, lines 37-39), the menu providing a plurality of destination options including a first destination option for a family of car dealerships, a second destination option for a first dealership / member of the family at a first location other than the telephone numbers for all of the dealerships, and a third destination option for a second dealership / member of the family at a second location other than the telephone numbers for all of the dealerships (col. 5, lines 39-58; col. 6, lines 43-48; col. 7, lines 31-44); receiving from the caller, a first selection of one of the destination options in the telephone call at a switch located within a public switched telephone network (col. 5, lines 59-61; Fig. 2a); using a service control point coupled to the switch to route the telephone call to a first telephone number corresponding to the first selection (col. 6, lines 2-25; col. 6, line 61 through col. 7, line 3).

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However, Contractor does not teach detecting an originating dual-tone multi-frequency (DTMF) trigger in the telephone call; interrupting the telephone call to the first telephone number; receiving a second selection of one of the destination options in the telephone call; and routing the telephone call to a second telephone number corresponding to the second selection.

Caveney teaches detecting a DTMF trigger in the telephone call after the detecting; receiving a second selection of one of the destination options and routing the telephone call to the desired selection (col. 4, lines 29-34).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the teachings of Caveney into the teachings of Contractor thus having a flexible and sufficient system by allow the caller upon completion of his discussion with a particular extension or upon receiving a busy signal to be able to dial other extension without losing the line. For example, the caller would have a chance to interrupt the telephone call to the first telephone number and select another destination without having to hang up and re-dialing the number again.

Regarding claims 2, 6, and 10, Contractor teaches a fourth destination option (col. 5, line 57 - *press 3 for BMW dealership*) for the first member of the family of car dealerships at a third location other than the telephone number of all dealerships (col. 5, lines 39-46), the first location (Ford dealership), and the second location (Toyota dealership).

Regarding claims 3, 7, and 11, Contractor does not teach the second destination option is for a mobile telephone. It would have been obvious to one of ordinary skill in

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the art at the time the invention was made the second destination, the Ford dealership, or at least one of the sales person would own a mobile telephone, hence the second destination option is a mobile telephone.

Regarding claims 4, 8, and 12, Caveney teaches after detecting the caller dial an asterisk, the process begin over again (col. 4, lines 29-34). However, Contractor and Caveney do not explicitly teach providing at least a portion of the menu in the telephone call after the detecting an originating DTMF trigger in the telephone call. Providing a portion of the menu in the telephone call after detecting an originating DTMF trigger in the telephone call is well known and the advantage of using it is also well known. For example, when a caller dials a number and a phone rings with no answer, the caller invokes a DTMF trigger, i.e. press #, then the caller would be connected to a VRU that plays greeting and menu options for the caller again or goes back to the main menu.

Claim 9 is rejected for the same reasons as discussed above with respect to claim 1. Furthermore, Contractor teaches a computer readable medium having computer readable data (col. 2, lines 31-44; col. 3, lines 31-51).

Regarding claim 13, Contractor teaches receiving a personal identification number in the telephone call (col. 4, lines 18-31).

Regarding claim 14, Contractor teaches the telephone call is initially placed to a toll-free number (col. 8, lines 7-10; col. 6, lines 43-45 - *where Contractor discussed the "311" telephone number is a toll-free number*).

Regarding claims 15-17, Contractor and Caveney do not explicitly teach the telephone network element is part of a public switched telephone network. It would have

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been obvious to one of ordinary skill in the art at the time the invention was made that the telephone network element where the menu provided to a caller (Fig. 2b, caller 20) is within the public switched telephone network.

### ***Response to Arguments***

3. Applicant's arguments with respect to claims 1-17 have been considered but are not persuasive. Applicant's arguments are addressed in the above claims rejection.

Applicant argues that family members as blood relationships such as a part of a child or legal relationships such as a legal guardian of a child (remarks, page 7, toward the end of the first paragraph). Examiner respectfully submits that this not recites in the claims. Furthermore, the Contractor reference recites the family of car dealerships, for example, each family member own a dealership.

Applicant argues that it is improper to combine Contractor and Caveney. Examiner respectfully disagrees. Examiner uses the feature of detecting a DTMF trigger in the telephone call after the detecting; receiving a second selection of one of the destination options and routing the telephone call to the desired selection, as taught by Caveney (col. 4, lines 29-34) to modify Contractor menu of plurality of destination options for a family of car dealerships. The combination of the two references teaches the claims invention.

### ***Conclusion***

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4. **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

5. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Quynh H. Nguyen whose telephone number is 571-272-7489. The examiner can normally be reached on Monday - Thursday from 6:15 A.M. to 5:45 P.M.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Wing Chan, can be reached on 571-272-7493. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

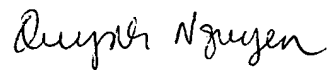
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**Quynh H. Nguyen**  
**Primary Examiner**  
**Art Unit 2614**